



# Job Opportunity

## State Controller's Office

**Position:** Associate Information Systems Analyst

Statewide

**Location:** Information Systems Division  
300 Capitol Mall, Suite 701, Sacramento, CA 95814

**Issue Date:** 8/1/00

**Final Filing Date:** Until Filled

**Contact/Telephone:**  
Recruitment Officer, 916-322-3030

**Who May Apply:** Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list

**California Relay Service: 1-800-735-2929**

**Position Number(s):** 051-340-1470-022  
Reference # 00-079

*Please call (916)323-3055 to request reasonable accommodations*

### Scope of the Position:

Under the general direction of a Senior Information Systems Analyst (Supervisor), the incumbent provides primary technical PC desk/laptop support including a wide variety of hardware platforms, software applications, and peripherals on network or stand alone systems for the Information Systems Division and the Executive Office. The incumbent must be able to analyze data and situations, identify and solve problems, reason logically, develop, document, and implement effective solutions, communicate effectively, and establish and maintain constructive professional relationships with peers, customers, management, and vendors. All duties are performed with the framework of the Controller's Office mission and values. Occasional travel to Culver City site may be necessary.

### Duties and Responsibilities:

*Candidates must perform the following essential functions with or without reasonable accommodations*

- Provide technical support for Windows NT desktop and laptop computers, software applications, and peripherals.
- Provide limited LAN workgroup administration tasks specific to desktop access rights to network resources, viruses, and printing.
- Prioritize, track, and report assignments using on-line tools.
- Work independently with other technical staff and with customers to diagnose and resolve problems quickly and efficiently.
- Coordinate repairs and procure, install, remove, and configure PCs, and software applications.
- Maintain the inventory database.
- Provide instruction to customers in the proper use of equipment and software.
- Abide by the Controller's Office PC standards in terms of hardware and software components, versions, and use.
- Provide technical support, and maintain or file transfer software installed on PCs, which allows



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.



documents or file transport from mainframe to PC or PC to mainframe.

- Provide technical support for software and other components associated with modem dial-up capability and terminal emulation.
- Assist Division PC Contacts in troubleshooting and resolving problems with software.
- Research, test, and recommend new software or technology, and prepare management reports on findings and recommendations.
- Maintain a current level of knowledge and awareness of microcomputer and LAN equipment, software, and trends impacting the operation of information technology systems.
- Participate in feasibility studies and prepare recommendations of new information technology products and services.

***Applications will be screened and only the most qualified will be interviewed***

### **How to Apply:**

Please submit a STD. 678 State Application and Résumé to:

#### **State Controller's Office**

Information Systems Division  
300 Capitol Mall, Suite 701  
Sacramento, CA 95814

Attn: Recruitment Officer-Reference #00-79 (Candidate must indicate this Reference # on their resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD. 678.)